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# **Billing & Payment Review**

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**Quarterly Webinar (QT3)**

# Presentation Sections

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- B&P changes due to COVID-19
- Information Letters (IL) and Provider Letters (PL) as a response to COVID-19
- HCS & TxHmL waivers to billing guidelines
- Q&A



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# B&P Response to COVID-19

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## Changes to processes

- B&P reviews
- Recoupments
- Appeals



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# BPR Changes to Processes

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- Onsite reviews were put on hold on March 16, 2020
- Desk reviews are being conducted for sample sizes of less than 20 individuals
- Special reviews (complaints) are reviewed on case-by-case basis for method of review
- Additional methods of delivering notices for reviews, refute letters, and demand for payment letters



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# BPR Changes to Processes (2)

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- “Hold” on recoupments from being processed.
- **Payment Plans:** Delayed start date - will add missed monthly installments at the end of the approved terms.
  - PP that initiated prior to March 2020 will resume when the “hold” on recoupments is lifted.
- **Full Recoupments:** Delayed
- **Settlement Agreements/Judgements:** Delayed



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# BPR Changes to Processes (3)

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## **Administrative Hearings are being delayed:**

- Rescheduling of appeals that were already set
- Scheduling of hearings in the fall/winter of 2020-2021

Courts are not allowing face-to-face hearings at this time and the amount of evidence reviewed during these hearings do not allow for a telephone or video conference.



# COVID-19 Resources

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## ILs, PLs, Governor's Guidance

- List of Information Letters, Provider letters and Governor's guidance
- Resources location
- Sign up for alerts




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# HHS Resource Site

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- Go to <https://hhs.texas.gov/>
- On the top of the page you will see a yellow banner with COVID-19 links
- Click [More COVID-19 information](#)
- Click on the link for [Providers](#)
- Review the Resources and provider letters by type.
  - Type HCS or TxHmL and select 
  - Letters, Information, Previous Webinar Recordings, FAQs



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# HHS Resource Site

Subscribe for HHS Alerts

**Texans can dial 2-1-1 (option 6) for information on COVID-19 and local community resources on health care, utilities, food, housing and more. Find a testing site. More COVID-19 information.**

[Apply for Benefits](#)

[A-Z Index](#)

[Connect](#)

[Español](#)

[Subscribe](#)

[Survey](#)



You can select your method of alert delivery and also have the option to receive alerts for specific programs



# Suspensions and Waivers

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## Applicable to HCS/TxHmL

- In-home Day Habilitation (DH)
- CFC PAS/HAB and Respite service provider qualifications.
- Increase in 4-person residence
- Expansion of telephone or video conference method for service delivery



# In-Home Day Habilitation

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## [IL 20-19](#) In-Home Day Habilitation Information for Program Providers for COVID-19

- Providers may provide DH to an individual in the individual's permanent or temporary residence without having the justification required by Section 4320.
  - This includes individuals residing in their own homes or family homes.
- Temporary waiver of BG 3710 specifically for DH and FC, RSS, SL service delivery.



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# In-Home Day Habilitation <sup>(2)</sup>

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[IL 20-19](#) In-Home Day Habilitation Information for Program Providers for COVID-19

- Consideration for LON 9 that still require 1:1 and their own environment.
- 30 day extensions - currently working on June



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# CFC & REH

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## Service Provider of REH or CFC

- HHSC is lifting the prohibition on service providers of REH and CFC from living in the same home as the individual receiving HCS or TxHmL program services.
- An individual's spouse or a minor's parent is still prohibited from being a paid service provider of these services.
- Program providers must complete the required background checks for all service providers and comply with other requirements in Section 3400 of the BGs regarding service provider qualifications



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# 4-person Residence Increase

## PL 20-21 Long-Term Care Regulatory Provider Letter

- HHSC will allow an HCS four-person residence to add an additional individual temporarily if the residence has the space to accommodate and has been approved as a four-person residence by HHSC.
- Increase for 3-person residence has not been authorized.
- No changes to location in CARE as the system will not allow you to add a 5th person to the location.
- Identify temporary location in individual's file after IDT meeting and SC/LAR/guardian are in agreement.



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# Telephone or Video Conference Service Delivery

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- Already approved for professional therapies as long as it is within the scope of their license.
- Certain nursing assessments can be done via this method; however, the nursing professional must make the recommendation if it is appropriate - **not the program provider.**
- If the billable activity specifies face to face or awake, then those specific billable activities are not available through telehealth delivery.



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# Billing & Payment Questions?

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Email: [hcs.txhtml.bpr@hhsc.state.tx.us](mailto:hcs.txhtml.bpr@hhsc.state.tx.us)

Hotline: 512-438-5359



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# Thank you

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